



PROGRAM UPDATE JUNE 2006

The information contained in this document was current at the time of printing, but is subject to change.

ENROLLMENT

June enrollment in the subsidized program is **99,788**.

Reminder: When submitting an application and required documents, please **either** mail **or** fax everything. Doing both will hold up the application process.

CHANGES TO BASIC HEALTH'S APPLICATION PROCESS

Several changes to Basic Health go into effect this summer. These will be addressed by an insert in the application packet beginning June 7. We will use the insert until a revised application is ready in late July. Attached is a *Hot Policy Page* that outlines changes to the **employment information** we gather, and the way we figure **income**.

Also, effective June 7, if a Basic Health applicant or spouse was a member of the Washington National Guard or Reserves who served in either Operation Enduring Freedom, Operation Iraqi Freedom, or Operation Noble Eagle, they are eligible for priority enrollment. In addition to a completed application and supporting documents, they must send in a copy of their DD214 to receive priority enrollment. When they have completed the application process and we have determined they qualify for Basic Health, they will be able to enroll without having to wait for an available space.

MANAGED ENROLLMENT UPDATE

Basic Health is currently accepting applications under a managed enrollment environment. Depending on a number of variables -- such as complete submission of required documents, the date documents are received relative to cutoff dates, and the number of members disenrolled from the program -- new enrollment may be delayed a month or more. Applicants will be notified and given instructions when space is available. For those who apply through a sponsoring organization, Basic Health will bill the sponsor when space is available.

A recent addition to Basic Health's Web site (<http://www.basichealth.hca.wa.gov/status.shtml>) shows recent application processing dates. This information is updated about once a week.

The new faxination process, which allows faxes to be electronically entered into our workflow system without ever using paper, is working well. Since April 2006 we have received over 3,000 faxes (more than 22,800 pages) using the new system. There also appears to be a decrease in the number of calls from people who can't get through on the fax lines.

OPERATIONS UPDATE

Basic Health operations have been dedicated to internal performance improvement as part of our state's Government Management Accountability and Performance (GMAP) initiatives. Basic Health, as part of the Health Care Authority, has established five key objectives:

- Make cost-effective, high-quality benefits accessible to all enrollees
- Provide excellent service to all customers
- Reduce the rate of growth in health care costs

- Improve, simplify, and streamline operational efficiencies across all divisions
- Promote a performance-based culture of mutual respect, open communication, accountability, and employee development

Basic Health remains committed to continued performance improvement and doing our part to achieve our agency's strategic objectives. However, Basic Health's performance in the first quarter of 2006 declined due to staff turn-over and increased recertification levels. Phone customer service level closed at 66.9% of all calls answered within 60 seconds and our average speed of answer was 51.4 seconds. In early April 2006, modifications to our work force scheduling software were made to better align staff resources with customer calls. We have seen early signs of service level improvement with April and May 2006 overall service at 72.3% and 41.3 seconds average speed of answer.

Account processing time increased from 6.33 days in December to over 13 days in April. A recruitment effort is underway to fill vacant positions which will result in reduced processing times once staff are fully trained. We are also using overtime to assist meeting workload demands and decrease turnaround times.

A quality assurance program began in February. Account processing quality performance will be reported first, with a customer service component added this summer. A new quality and accuracy database has been created to track overall account adjustment performance. This data will be used to improve our training program by targeting identified problem areas.

During the last session, Basic Health was given 6,500 additional "slots." Starting July 2006, we will begin allowing enrollment to build to an average of 106,500 enrollees.

WEB SITE AND SELF-SERVICE LINE

Visit www.basicealth.hca.wa.gov, and click on e-Coverage, to:

- Check member enrollment information.
- Verify member health plan.
- Verify member premium amount.

Call Basic Health's 24-hour self-service line (1-800-842-7712) to:

- Request forms to report changes.
- Verify enrollment status.
- Check to see if Basic Health has received documents or information.



June 2006

There have been a few recent changes to Basic Health that may affect you.

Veterans' enrollment

If you or your spouse was a member of the Washington National Guard or Reserves who served in any of the following, you are eligible for priority enrollment in Basic Health.

- Operation Enduring Freedom
- Operation Iraqi Freedom
- Operation Noble Eagle

In addition to your completed application and supporting documents, **you must send a copy of your DD214 if you want priority enrollment.** When you have completed the application process and we determine you qualify for Basic Health and priority enrollment, you and your family members are eligible to enroll without waiting for space.

Change to the way we determine your income

One of the things we look at to make sure you qualify for Basic Health is your income. Effective July 1, 2006, we will be looking at your income information in a slightly different way than shown on the enclosed materials.

- You may be able to deduct expenses for “business use of home” if you are self-employed and can prove that more than half of your home is used for business most of the year or you have a separate building on your residential property that is used only for business. Business use of the home expenses will be calculated from your most recent Form 1040 Schedule C.
- We will no longer count long-term capital gains as income. However, we will continue to count short-term capital gains. Capital gains will be calculated from your most recent Form 1040 Schedule D.
- Crime victim’s compensation will no longer be counted as income.
- One-time insurance payments (other than for punitive damages) no longer will be counted as income.
- L&I (Labor and Industries) one-time payments no longer will be counted as income. Periodic payments will continue to be counted as income.
- One-time gambling or lottery winnings no longer will be counted as income if they are received more than one month before applying for Basic Health. They are still counted if received within 30 days of applying for coverage or any time after you apply.

Whether or not these changes affect you, you must complete and return the enclosed application to enroll in Basic Health, along with all documents requested.